

## IT Applications Unit 4 Self-test Chapter 4

### Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ☐ 1. What are the four components of an information system?
- a. software and hardware, data, personnel and procedures
  - b. hardware, manipulation, personnel, efficiency and data
  - c. procedures, hardware, design, evaluation and personnel
  - d. efficiency, effectiveness, data, manipulation and procedures
- ☐ 2. What is a device driver?
- a. A program that instructs the operating system how to interact with the hardware
  - b. A piece of hardware that interacts with the operating system
  - c. Similar to a firewall and prevents unauthorised access to the information system
  - d. Used for communication between the operating system and the BIOS
- ☐ 3. What is a programming language?
- a. A set of devices that coordinate the memory allocated to the computer
  - b. A set of system units that measure the instructions to a computer
  - c. A set of device drivers that allows communication to a computer
  - d. A set of codes that allows a programmer to communicate instructions to a computer
- ☐ 4. In an organisation, another term used to describe personnel is:
- a. employees.
  - b. customers.
  - c. users.
  - d. programmers.
- ☐ 5. Information can be categorised according to its structure. Categories include:
- a. analysis, design, development, evaluation
  - b. senior, middle, operational,
  - c. detail, summary, aggregate, sample and exception.
  - d. strategic, tactical, operational, day-to-day
- ☐ 6. What are the four hierarchy levels typically found in companies, from top to bottom?
- a. senior management, middle management, operational management and operation workers
  - b. operational workers, middle management, operational management and senior management
  - c. senior management, operational management, middle management and operational workers
  - d. operational management, operational workers, senior management and middle management

- ☐ 7. A detailed report differs from a summary report in that a detailed report contains \_\_\_\_\_ information while the summary report is \_\_\_\_\_.  
a. more specific, more brief  
b. more brief, more specific  
c. tabulated, more specific  
d. more brief, enhanced with more text
- ☐ 8. Long-term decisions made by organisations relating to forward planning are known as:  
a. strategic decisions.  
b. tactical decisions.  
c. operational decisions.  
d. day-to-day decisions.
- ☐ 9. Which of the following is an operational decision?  
a. Should the organisation increase membership fees?  
b. How should the organisation's new website be promoted?  
c. Should a damaged product be discounted?  
d. Should a new outlet be opened?
- ☐ 10. Middle management is usually responsible for what types of decisions in an organisation?  
a. strategic  
b. tactical  
c. operational  
d. summarised
- ☐ 11. An information management problem arises when:  
a. staff have clearly defined objectives.  
b. an organisation's goals are not being met.  
c. the problem-solving methodology is followed.  
d. an organisation's mission statement is outlined.
- ☐ 12. For-profit public organisations want to:  
a. discuss their organisation's goals.  
b. provide shareholders with maximum financial returns.  
c. provide services to members or people who are disadvantaged in the community.  
d. increase their charity work by extending their services to the disadvantaged.
- ☐ 13. Which of the following is not an organisational goal?  
a. Increasing the company's profit margin  
b. Providing quality service  
c. Arriving to work on time each day  
d. Expanding the company
- ☐ 14. If an organisation is looking at increasing efficiency, which of the following are they likely to want to do?

- a. Improve the presentation of their advertising material
- b. Reduce the amount of time taken to produce monthly reports
- c. Increase the accuracy of their sales figures
- d. Ensure that all relevant information is included in a shareholders' report

15. Effectiveness is defined in terms of:
- a. time, cost and accuracy.
  - b. accuracy, effort and relevance.
  - c. time, cost and effort.
  - d. attractiveness, readability, clarity, accuracy, accessibility, timeliness, communication of the message, relevance and usability.

16. Which type of information system might use batch processing?
- a. office automation system
  - b. decision support system
  - c. transaction processing system
  - d. management information system

17. Which of the following are the four stages of the problem-solving methodology?
- a. analysis, design, testing and implementation
  - b. analysis, design, implementation and evaluation
  - c. analysis, design, testing and evaluation
  - d. analysis, design, development and evaluation

18. Which of the following activities is part of the problem-analysis step?
- a. Install the system and produce user documentation
  - b. Define the problem and define the data requirements
  - c. Check that formulas and validation are working correctly
  - d. Ensure that users are happy with how the new system works

19. Determining which solution is appropriate to produce a solution for an information problem would be which stage of the problem-solving methodology?
- a. analysis
  - b. design
  - c. development
  - d. implementation

20. Once all parties have agreed on the preferred solution, why is it important to seek approval from management?
- a. Because management will design evaluation criteria
  - b. Because management will need to approve the testing
  - c. Because management will start working on the design stage
  - d. Because management will confirm if the suggested solutions meets their needs